

ExtremeWorks® PremierPLUS - AHR Service (Advanced Hardware Replacement)

Service: ExtremeWorks PremierPLUS – AHR (Next Business Day and 4 Hour Response)

Version: 1.0

Date: August 2018

Availability: Global

Order Code: 98504, 98507

1.0 Service Overview

Premier Plus Support from Extreme Networks, is a proactive, high touch post sale support service that assists customers in supporting their Extreme Networks products and network. All resources and deliverables are designed to manage your day-to-day technical needs, provide analysis and recommendations while building strong customer relationships, all focused at the network level.

ExtremeWorks Premier Plus - AHR offerings provides continuous proactive remote network monitoring, incident and problem management, proactive change and configuration management technical support, Operational Software updates and upgrades and advanced parts replacement for Covered Products (as defined herein) according to particular levels of purchase. In addition, customers are entitled to the Extreme Networks Managed Services Gateway for real time access to network health, performance and security issues, saved configurations, an inventory database, and standardized network reports. A designated managed services account manager will be assigned and scheduled review sessions held. The ExtremeWorks Premier Plus - AHR service is designed to identify potentially critical network situations and take actions before they become business disruptions.

Network and device events are detected and collected via the remote monitoring process are evaluated, correlated and presented to a team of Network Operations Center (NOC) support engineers who are specifically assigned to evaluate and take action to restore normal service operations. (Installing Operational Software update or upgrade, arranging for parts replacement, apply configuration setting, etc.) Extreme Networks service offerings further grant Customers telephone and web access to Extreme Networks Network Operations Center (“NOC”) 24 hours a day, 365 days a year (24x7) to report problems, ask product-related questions and receive assistance for Extreme Networks hardware and Operational Software.

2.0 Service Levels

ExtremeWorks Premier Plus - AHR is available with the following response times depending upon offering purchased: *

Service Order Code	Service Levels	FRU Response Time*
98504	ExtremeWorks PremierPLUS Next Business Day – AHR	Next Business Day
98507	ExtremeWorks PremierPLUS 4 Hours – AHR	24x7 – 4 Hours

*Diagnosis and troubleshooting required to identify the faulty Field Replaceable Unit (“FRU”) to be replaced must be completed prior to requesting the replacement FRU. The response time interval starts after the NOC validates the need for a replacement FRU and assigns an RMA number.

3.0 Availability

ExtremeWorks Premier Plus - AHR, contracted for a defined period, is available globally from key business locations, subject to the conditions herein. Please refer to Appendix A for additional information on availability and restrictions by geography.

This service is designed to support a single network infrastructure in totality. Consult the Extreme Networks Service Price List for minimum eligibility requirements prior to purchase order submission.

3.1 Prerequisites

All network products must be covered under the same level of Premier support.

All network products must be fully installed and the network operational prior to beginning onboarding activities for any Extreme Networks Managed Service offering.

A full network discovery report using the Extreme Networks Asset Discovery Tool (ADT), NetSight, or similar tool that discovers Extreme Networks devices on a network and identifies key components on them, must be provided. Once the discovery is complete, the results (CSV or XML file) must be sent to Extreme Networks. This will be used for quoting specific coverage under any Extreme Networks Managed Services offering and will be the basis for onboarding activities.

4.0 Deliverables

The prime deliverables provided by the Extreme Premier Support are summarized in the table below.

Premier Support Deliverable	Deliverable Description
Premier Support	<ul style="list-style-type: none"> • Network Level Support • Named Premier Contact • Service Relationship Management • Project Oversight • 7 X 24 Access (Off hours coverage provided) • Located in all required regional locations • Priority Case Queuing
Service Plan	<ul style="list-style-type: none"> • Documented service engagement process • Contact methods • Network diagrams
Account Status Meeting	Two (2) Review Meetings per month
Premier On-Site Support	Available for purchase to contracted Premier accounts only
Root Cause Analysis Reports	Upon Request
Premier Resident Engineer	Available for purchase for such things as staff augmentation and day to day operational support activities
Post Sales Technical Training	Four (4) Self- Paced eLearning Training Courses -- annually
Asset Survey	Annually
Business Reviews	Quarterly, In depth account review. Includes minimum one in person meeting per year
Network Change Validations	2 Per Year, Pre-implementation validation for major network changes - network event protection
Customer Profiles and Asset Management	Ensure all products are covered under the correct entitlement. Account profiles set up for GTAC includes network information, contact lists, etc
ResponsePLUS Managed Service	Monitoring and Response of the network

Premier Support Contact (Named)

The Premier Support Contact is a designated senior support professional who works in partnership with customers and the Extreme Global Technical Assistance Center (GTAC) to deliver enhanced support. They maintain knowledge of

case escalations as cases are assigned and routed through the product support teams. For critical situations (Incident Priorities C1 and C2), they will facilitate activities to achieve quicker resolutions, providing communication updates to all involved parties. The Premier Support Contact may have responsibility for more than one account.

The Premier Support Contact will participate in periodic Review Meetings, and, on an exception/pre-arranged basis, customer visits and off-hours stand-by for special projects.

The Premier Support Contact is responsible for establishing a close working relationship with the customer's operational teams to gain an in-depth knowledge of the account's products and network that further enhances the Extreme customer relationship. Premier Support Contact is primarily responsible for:

- Customer advocacy across the support spectrum, including service requests, product needs, information requests, etc.
- Overseeing the customer support process.
- Acts as a central point of coordination and facilitation for network technical issues.
- Engages with the customer proactively and regularly for troubleshooting task management.
- Primary service relationship management for all service business related issues and is responsible for coordinating all Premier Support activities at the account.
- Reviewing any corrective action plans to drive closure on technical issues.
- Providing or facilitating an assessment of network resiliency and delivers customer-focused service reporting.
- Providing or facilitating expertise in post-sales technical support for customer's Extreme products and network.
- Root Cause and Failure Analysis Reports.
- Advising on any known product issues and release notes, pro-actively with the account, as applicable.
- Schedules and conducts mutually agreed upon review sessions to discuss the account status, open issues, recommendations for new/additional services, and other activities as appropriate.
- Reviews account service trends and history as well as best practices, support and technical reviews.
- Provides business and technical level prioritization and escalation.
- Coordinates cross functional support when required.
- Schedules annual asset survey.

Review Meetings

Key members of the Premier Support team will meet in a mutually agreed forum with account representatives to discuss and review all aspects of the service partnership. The Extreme Premier Support contact will coordinate the meetings.

These scheduled review meetings are designed to:

- Provide an analysis of your Extreme products environment, and recommended improvements in alignment with customer needs.
- Case status review, report with all current cases and their status.
- Deliver service bulletins.
- Highlight trends and observations.
- Review software release schedules, field notices, open service requests, and patch release status.
- Promote customer advocacy, strengthen relationships and open communications and provide for customer feedback where required.

Managed Service

The Premier Support contact is responsible for certain managed service-related deliverables under the PremierPlus service. As described in the following paragraphs, the Premier Support contact's responsibility supersedes the managed service account manager. Please refer to the section entitled "ResponsePlus Managed Service – Managed Service Account Manager", below.

Managed Service Review Meeting –The Premier Support contact will schedule and conduct the twice annual managed service reviews.

Managed Service Point of Contact – The Premier Support contact acts as customer advocate and single point of contact for Customer to submit Service Requests and communicate feedback on the managed service.

Optional Days of On-Site Premier Support

Only Premier Support Accounts can purchase 3-day or 5-day on-site consulting with a Premier Support Engineer. These Extreme Services are made available for purchase at exclusive rates for contracted Premier Support accounts. (Part #: 90705 / 90706).

Advanced notification is required and fees are inclusive of travel and lodging. Arrangements for this service will be coordinated through your named Premier Support contact.

Professional Services offerings may be available for purchase for activities that are determined to be out of scope of Premier on-site support.

Resident Engineer

If your organization has to do more – with fewer resources – we can help by stationing an Extreme Networks engineer at your location to provide service and support for your Extreme Networks products and solutions. They will work as part of your team, managing your infrastructure and performing many important day-to-day networking activities for your company.

Our onsite engineering resources are backed by our Extreme Networks support team. Having a vendor engineer onsite can provide numerous benefits, such as quicker resolution to issues, knowledge transfer to IT teams, introduction to Extreme products and technologies, and a more personal relationship with Extreme Networks award winning support.

Root Cause Analysis Reports

Root Cause Analysis Reports are documented analysis of hardware or software failures on products. These are submitted to the Extreme Quality organization upon customer request.

Your Premier Support contact coordinates with Extreme Quality engineers to determine what allowed the incident to happen, identify potential trends and workarounds and to find the best solutions to keep it from reoccurring.

Root Cause Analysis Reports are subject to Extreme Networks Lifecycle Policy.

Asset Survey

Extreme will remotely perform an annual asset inventory of the Extreme hardware products installed in the customer network. This will be delivered to the customer as an inventory report and will contain detailed information about Extreme network devices, including module level operational software release level information. Standard SNMP-based network discovery tools will be used to remotely generate the asset survey.

The inventory information collected from the Asset Survey will be shared with Extreme Services Business Operations to assist them in gathering accurate installed base installation information for Premier accounts.

Arrangements for this service will be coordinated through your named Premier Support contact.

Business Review

This is a Quarterly in-depth review of the business partnership between Extreme Networks and the customer.

Service Plan

Your Premier Support representative will develop and maintain a Service Plan that sets and defines the principles of service engagement between the parties. This is a living document to be used as a guideline by Extreme and the customer on how to collectively conduct service business. All members of the extended support teams will have access to this plan.

Key elements:

- Outline the service delivery processes within Extreme Services and, where appropriate, the customer including points of contact, levels of technical support, terms of service delivery, and escalation paths.
- Identify contacts within Extreme Services, Sales and, where appropriate, the customer's service organizations responsible for service activities.
- Outline Premier Support recurring meeting content and key indicator metric reports.

Post Sales Technical Training

Extreme Networks offers a selection of self-paced eLearning courses that feature audio and hands-on lab instructions designed to provide customers with in-depth knowledge to successfully deploy and manage Extreme Networks products and software.

Each Premier Support Account will receive a will receive a quantity of four (4) Self-paced eLearning training courses during each contract year.

Customers may choose from any of the Self-paced eLearning courses currently available from Extreme Networks Educational Services.

Network Change Validations

Network Change Validation(NCV) is an Extreme formal process available twice- annually for Premier customers to proactively validate a major planned change in a customer network. The key elements and value are:

- Utilizes a proven, closed-loop (plan-do-check) methodology to ensure that Scheduled activities are successfully completed.
- Creating, testing and delivering MOPs for a specific activity.
- Reducing errors that would cause a failed activity.
- Eliminate rediscovery of known issues through proactive communication and ensure activities are done right the first time.
- Increases customer satisfaction by implementing validated activities resulting in lowered risk and reduced down time.

Customer Profiles and Asset Management

Extreme Networks will maintain the Customer Profile to ensure that calls are routed efficiently through our support teams. The Asset Survey will ensure that entitlement database for the customer will stay current.

ResponsePlus Managed Service

Each ExtremeWorks Premier Plus - AHR offer includes the following:

Network Monitoring – through the use of specific network management systems, tools and knowledge bases, Extreme Networks provides continuous surveillance and data collection to automatically identify network issues. All network devices that are covered by this service are monitored to support routine network operations. The network monitoring process assesses the health, performance and basic security status of the network devices per specific device model attributes.

Network monitoring collects, reports and retains a number of events from the network and its managed devices. When some events in the network or device exceed predefined thresholds, an alarm is created that may require further action, other events may not create an alarm.

Alarms are reviewed by an Extreme Networks NOC support engineer who may create a ticket per Appendix B (Ticket Severity and Escalation Guidelines).

Tickets created are proactively managed by qualified NOC engineers for service restoration purposes, including but not limited to:

- Installing Operational Software updates and upgrades.
- Implementing parts replacements.
- Applying device level configurations.
- Facilitating temporary workarounds.
- Proactive change management.

Customers are made aware of all tickets created per the notification procedures further explained in the Extreme Networks Managed Services User Guide. All alarms and tickets are displayed in the Managed Services Gateway (MSG).

The Network Monitor is located in the Extreme Networks Cloud and is operated by Extreme Networks.

Network Operations Center – 24x7 telephone support that provides technical assistance and proactive restoration of network issues resulting from monitoring alarms and defect or failures in the Extreme Networks hardware and Operational Software to conform to published documentation on Covered Products.

Escalation Management –The Network Operations Center (NOC) is the escalation point for the customer for raising unsatisfactory conditions or immediate concerns associated with the service quality on Covered Products. Please see Appendix B for additional detail.

Extreme Networks Cloud Access – The customer gets secure access to the Extreme Networks Managed Service Cloud, which delivers the managed service to the customer.

Managed Service Gateway (MSG) – Customers receive end user accounts to access the online Extreme Networks Managed Service Gateway. The MSG is a central platform that includes the following:

- Dashboards for overall network health, performance and security status.
- Details of all network monitoring generated alarms.
- Create and display open and closed support tickets for all managed services on Covered Products.
- View and download standard reports exclusive to the ExtremeWorks Premier Plus – AHR offer.
- Access to saved device configuration files.
- View Covered Products inventory listing.
- Listing of Extreme Networks Managed Services entitlements.
- Manage user profile settings (time zone, phone/mobile, mail, address).
- Access Managed Service User Guide.
- Ability to download Operation Software Updates and Upgrades.
- A customer satisfaction and feedback mechanism.
- Customer review session schedules, minutes and action items.

Inventory Database – Data from all devices covered by the managed service is collected in a central inventory database accessible via the Managed Services Gateway. The NOC will maintain a record of asset details that comprise the network infrastructure covered by this service. The static device information is used to provide other deliverables such as replacement device restoration, change management activities and Network Monitoring. This data will encompass:

- Type and quantity of components at the field replaceable unit level (FRU).
- Manufacture part number, model and device type (including connected assets Stacks, AP's etc.).
- Device IP address.
- Embedded Operational Software version levels.
- Component serial numbers.

Device Configuration Backup Database – Extreme Networks will maintain a database of certain device configuration data that are backed up periodically by this service. The configuration backup tasks are initiated automatically when a configuration is saved or on a fixed schedule, dependent on the specific devices' capabilities. All configuration files are utilized by NOC engineers for implementing service restoration and to assist with network operation tasks. This database is accessible from the MSG and the customer will be notified if a backup is unsuccessful.

Change Management –Extreme Networks will provide remote network change management associated with service restoration created by network monitoring alarms or customer initiated tickets. If Extreme Networks deems it important to change the network environment to restore service availability, the NOC will execute the changes. Remote change management requests initiated by the customer that are not related to service restoration activities are available from Extreme Networks as a separately charged and scheduled activity.

Managed Services Reporting – The network monitoring system and tools collect log and event information which is compiled into standardized reports. The MSG provides access to these reports which track the most active devices in the network in several areas. Advance level reporting is also available. Standard reports that are generated monthly include:

- Availability information for each device.
- Alarm Logs by Category – Critical, Major, Minor.
- Configuration Change history by device.
- Top devices with the most alarms.
- Most frequently occurring alarm types.

Additional reports are distributed that provide the performance of the Managed Service itself by highlighting:

- Network monitoring uptime.
- Configuration backup database availability.
- Inventory Management database availability.

Managed Service Account Manager- Extreme Networks will designate a key contact for all managed service activities who is responsible for coordinating all deliverables provided by this service description, including:

- Coordinate all Onboarding activities between Extreme Networks and customer.
- Schedule and conduct twice annual managed services review sessions to discuss and review open issues, recommendations and all aspects of the managed service relationship.
- Provide customer advocacy and single point of contact (SPOC) communicating customer feedback and requests where required.

Advanced Shipment – Extreme Networks provides for the advanced shipment of FRUs to the customer’s contracted sites within the contract response time on Covered Products. A request for a replacement FRU is validated by NOC and a Return Material Authorization (RMA) number is assigned. Extreme Networks will pick, pack and dispatch the replacement FRU using a commercial delivery service to make the delivery to the customer’s contracted site. The replacement FRU will be delivered within the contracted response time, subject to the regional restrictions, response times, and diagnostic requirements identified in Appendix A.

Operational Software updates and upgrades – Customer is entitled to receive any Operational Software or Operational Software upgrades that Extreme Networks may develop and generally release on Covered Products.

Operational Software is defined as embedded software that is required to operate an Extreme Networks network device and is offered for sale as an inclusive component of such hardware network device product as described in Extreme Networks’ published price list applicable to such hardware product (“Covered Product”).

Operational Software updates and upgrades may be obtained through the MSG after establishing a web account and are only available for Covered Product that is registered and subject to Extreme’s standard published product documentation and support/ maintenance entitlements. Use of Operational Software updates and upgrades shall be subject to the ExtremeWorks Support Program Terms and Conditions, in addition to your applicable product license agreement and purchasing terms and conditions.

Extreme Networks will ensure that the customers covered products under the ExtremeWorks Premier Plus - AHR service will be running supported versions of operational software.

In addition, Extreme Networks will install update and upgrades as becomes necessary for resolution of incidents.

NOTE: Support for Application Software products, including subscription to include entitlement to major and minor releases of the Application Software products, if available, are not included with the ExtremeWorks Premier Plus - AHR. Subscription and support for Application Software must be ordered separately via ExtremeWorks Premier Software Subscription services offerings as further published for availability in accordance with Extreme Networks’ then-current Price List (currently categorized as order code 98003).

5.0 Extreme Networks Responsibilities

Extreme Networks is responsible for:

Onboarding Process – a pre-scripted approach in which Extreme Networks works with Customer to prepare the covered network devices to enable Managed Services ResponsePLUS - AHR functionality, including:

- Kickoff meeting to identify points of contact, establish communications, and identify tasks each party must fulfill to complete the Managed Service deployment.
- Provisioning the monitoring tools and back end systems to enable the Managed Services ResponsePLUS - AHR services.
- Shipment of any pre provisioned service equipment for Extreme Cloud expansion and Cloud Access, delivered to customer for self-installation. Extreme Networks is owner of each service equipment.
- Remotely configure and provision the Cloud Access (with customer onsite assistance).
- Provide individual customer credentials to access the Managed Service Gateway for customer’s network (no shared user accounts).
- Inform customers about service related maintenance windows.
- Assistance for any network configuration related question to enable this service.
- Remotely configure and provision customer devices for monitoring, cloud and remote management access (with customer onsite assistance).
- Provide customer with any required configuration options to setup the customer device for the service (including SNMPv3 user, SNMP Trap IPv6 Receiver Address, Syslog IPv6 Address) to enable Network Monitoring capabilities for Covered Products.

- Perform test of managed service, and obtain confirmation from customer in writing prior to service activation.
- Operation of the Service Management and Service Delivery Infrastructure:
 - Maintenance of all service delivery related components.
 - (Network Monitoring, Inventory Management, Backup Management, and Managed Service Gateway) within maintenance windows.
 - Notify customer of planned major maintenance window for Service Related components (MSG, Monitoring System). Managed services may be unavailable at times during a major maintenance window.
 - Informing customers if a managed service availability issue occurs.
 - Ensuring network monitoring capability of new Extreme Networks products and related Operational Software to the Network Monitoring system, databases and tools.

6.0 Customer Responsibilities

Complete the Pre-Requisites as described in Section 3.1 of this service description

Provide Extreme Networks complete information per device as requested during the On-boarding process, including:

- Complete device inventory list including current IPv4 addresses etc.
- Providing user names/passwords (including read and write access).
- Network documentation.
- ISP connectivity information.
- Appoint a prime point of contact to work with Extreme Networks throughout the onboarding and implementation process.

Install any pre-provisioned managed service equipment as specified (power, cabling, environmental), and assist with enabling Extreme Networks to have remote access and control of the device.

Remote connectivity must be operational prior to service activation. Customer is responsible to ensure connectivity to all Covered Products in scope of this service including provision of WAN connectivity and enabling access through local security devices. Remote connectivity must comply with the following key attributes:

Remote Connectivity Attribute	ResponsePLUS Requirements
Minimum Bandwidth (dedicated)	2 Mbit/sec
Recommended Availability	Business Class Service with 99.5% Uptime
Recommended Mean Time to Repair	Less than four (4) hours
IP Connection	Minimum one (1) static public IP
IP Connection Type	Synchronous connection
Termination Device	CPE with Ethernet port

Although Extreme Networks has a co-delivery approach to this service, the customer has the overall responsibility for the following domain of the network and its components including:

- Network design and Implementation in accordance with Extreme Networks Design Guidelines.
- Change Management for any Changes not being a result of normal network operation.
- Maintaining the network service connectivity (as specified beforehand) including WAN as well as connectivity of the on premise service devices. Customer is responsible to pay all related service and maintenance fees.
- Maintain read and limited write access to all monitored devices.
- Maintaining the environmental conditions for the Managed Service equipment according to the product specifications (power, environmental, connectivity).

Provide a single point of contact (SPOC) as the primary technical liaison for the Extreme Networks managed service. The SPOC will be responsible for coordinating and directing the customer's performance under this service. The SPOC needs to be technically competent to engage with Extreme Networks support engineers. The SPOC should have the authority to resolve issues and to provide timely decisions and direction to Extreme Networks including:

- Planning and scheduling service delivery.
- Providing site and contact information, as requested.
- Providing and maintaining current contact names, e-mail addresses and phone numbers through the duration of this managed service.
- Providing a technically knowledgeable representative during all service activities.
- Request creation or deletion of MSG User Accounts.

Assisting, if necessary, with the execution of the actions as supplied in the Network Monitoring alarm notification with the NOC on the related alarm.

Advising Extreme Networks, in writing (Informational Ticket), of any change effecting the ExtremeWorks Premier Plus - AHR covered devices, to ensure proper monitoring, dispatch and delivery.

Ensuring that access (point of entry, security access) is arranged to the site for receiving the replacement FRU.

Ensuring that all covered hardware is operational and up to the currently supported revision level before this service plan goes into effect. Failure to do so will exclude that hardware from coverage.

Ensuring that the products are used and maintained in accordance with the applicable product documentation.

Returning the defective FRU to an authorized Extreme Networks repair facility. In the event that you fail to return the defective FRU within ten (10) business days of receipt of the replacement FRU, Extreme Networks reserves the right to invoice you for such product or product component based on the current list price. Failure to return defective parts in a timely manner may result in the suspension of future advance hardware replacement service delivery from Extreme Networks. The failed FRU becomes the property of Extreme Networks on an exchange basis.

Using all reasonable efforts to maintain software products major releases installed at sites at the most current release level.

Using the versions of Operational Software currently supported by Extreme Networks. If the Operational Software is a version

other than that which is currently supported, as identified in the Extreme Networks Product End of Life and Support Plan End of Life Policy, the customer is required to purchase the required versions of the product to obtain support. Support for Application Software must be purchased separately under ExtremeWorks Premier Software Subscription as defined in Extreme's then-current Price List, if available.

7.0 Assumptions

The following assumptions govern the delivery of ExtremeWorks Managed Service ResponsePLUS - AHR Service:

Once Extreme Networks establishes bi-directional network connectivity and data has been consistently transmitted, the Managed Service ResponsePLUS - AHR service will be operational and the service commencement date established.

Acknowledging that the customer's right to use the Operational Software releases is subject to the software

licensing terms of the applicable purchasing/licensing agreement under which the customer purchased/licensed its products from Extreme Networks, and any associated terms and conditions contained therein.

FRU delivery is subject to the hours of coverage and response times as identified in Appendix A.

Extreme Networks will make commercially reasonable efforts to ship, at its expense, a replaceable hardware FRU to arrive at the customer's designated location within the specified time frame and based on the parameters indicated in Appendix A. In certain geographies, the customer may be responsible for the cost of importing replacement product, including customs and duty fees. Please consult with Extreme Networks or your authorized Extreme Networks Services Partner to learn whether your location is included.

For the purpose of providing support services, Extreme Networks will have the right at any time to audit a contracted site through software, remote polling or other reasonable means to verify the site's in-service inventory against the contracted equipment, to conform to the customer's network size and/or to verify the software eligibility status, except as otherwise may be prohibited by applicable law.

If the customer's Operational Software is a version that is not currently supported, and the non-conformance is corrected in a supported version, then the customer will be advised to upgrade to obtain assistance. Extreme Networks will not incorporate software fixes or corrections into versions of Operational Software other than those currently supported in accordance with Extreme Networks' Product End of Life and Support Plan End of Life Policy. Extreme Networks does not represent or warrant that all non-conformance of the Operational Software can be corrected.

Operational Software products major releases and upgrades are provided for distribution only to the customer for use on or with the Extreme Networks-supplied products on which they operate, in accordance with the Extreme Networks published specifications.

Operational Software upgrades may be obtained through Extreme Networks' Web site after establishing a web account and are only available for the Covered Product that is registered. Use of Operational Software upgrades shall be subject to the terms and conditions of said software.

The terms and conditions of Extreme's performance of support and services are as posted here: <http://www.extremenetworks.com/company/legal/terms-of-support/>. In the event of any conflict between the language in this Service Description Document and Extreme Networks

published terms and conditions, Extreme Networks published terms and conditions shall govern.

Unless required for operational reasons and elsewhere agreed between the customer and Extreme Networks, the replacement FRU will be at the then-current minimum hardware, software and software release levels as published by Extreme Networks.

Managed Services ResponsePLUS - AHR support is delivered in the English language.

8.0 Exclusions

The following are completely out of the scope of ExtremeWorks Premier Plus - AHR entitlements and are not included herein. Professional Services offerings may be available for purchase and Extreme reserves the right to change for any costs incurred with performance of services affected by any of the following factors below.

Extreme Networks responsibility to provide maintenance under this service description will be limited to the customer's side of the Customer Premises Equipment (CPE) residing on the Demarcation Point ("Demarcation Point" is defined as the point between facilities controlled or owned by the local carrier and those facilities controlled or owned by the customer). If Extreme Networks responds to the customer's request for service and the customer's claim of network malfunction is due to problems on the local service provider side of the Demarcation Point due to malfunctions in equipment or software other than that covered by this service, then the customer will be responsible for additional charges for such response in accordance with Extreme Networks published time-and-material rates.

Extreme Networks is not required to provide any services for problems arising out of: (i) Company's failure to implement all Updates issued under the Services; (ii) alterations of or additions to the Products performed by parties other than Extreme; (iii) accident, natural disasters, terrorism, negligence, or misuse of the Products (such as, without limitation, fire, flood, water, wind, lightning or other acts of God, operation outside of environmental specifications or in a manner for which the Products were not designed); (iv) interconnection of the Products with other products not supplied by Extreme, or (v) certain components, including but not limited to the following: spare fan trays, blank panels, cables, cable kits, rack mount kits, brackets, antennas and consumable items.

Extreme Networks shall only be obligated to support the then-current revision of the Products and the immediately prior revision. Support for any earlier versions or for other problems not covered under the Services may be obtained at then-current rates for special technical services and on

Extreme Networks then-current terms and conditions for such services, subject to acceptance by Extreme Networks.

Extreme Networks will have no liability or obligations for failure of the products to conform to published specifications resulting from the combination of the products with any third-party hardware or software not authorized in Extreme Networks published documentation or when caused by customer's inability to use the products if the products are operating substantially in accordance with published specifications.

Service availability is subject to geographical limitations, as advised by Extreme Networks upon request. Extreme Networks will have no obligation to meet the response times outlined in the Appendix A if the customer's site is outside of the geographical zone of service availability. If the customer purchases this service for locations outside Extreme Networks advised geographical limitations,

Extreme Networks will be required only to use commercially reasonable efforts to provide services as soon as practical after receipt of a request from the customer.

Services such as upgrades to hardware are excluded from the scope of this SDD and should be ordered separately.

This service does not include support and maintenance of any third party software or hardware not provided by Extreme Networks.

This service offering and any subsequent service renewals are subject to the terms and conditions of Extreme Networks Product End of Life and Support Plan End of Life policy.

New releases and upgrades for Application Software, or software releases, updates or upgrades otherwise out-of-scope as defined herein.

Unless elsewhere agreed in writing between the customer and Extreme Networks in a separate contract, this service does not include root-cause analysis, the provision of fault reports or lead-time/performance metrics.

Remote change management requests from customer that are not part of any network service restoration activity are outside of the scope of the Extreme Networks Premier Plus - AHR. These requests are a separately charged and scheduled activity available from Extreme Networks. (Reference: Extreme Networks Managed Service Block of Hours in the current price list).

Appendix A

Extreme Networks Managed Services Premier Plus - AHR Deliverables

Extreme Networks will make commercially reasonable efforts, at its expense (excluding any and all duties, taxes or government imposed fees if applicable) to see that the replacement hardware FRU arrives at the customer's designated location within the specified time period based upon the system's AHR Response Service Level following completion of diagnostics and the assignment of an RMA Number. Extreme Networks will have no obligation to meet the response times outlined in the appropriate ExtremeWorks Service Description if the customer's site is outside the geographical zone of service availability. Extreme Networks is not responsible for any delays related to import/export or customs regulations or processes, or uncontrollable transportation issues including inability of the customer to allow the actual delivery of services. A current list of Extreme authorized servicing depots that correspond to the defined ExtremeWorks services offerings, including expected AHR response, defined herein is available at: <http://learn.extremenetworks.com/rs/extreme/images/Service-Availability-Matrix.xlsx>

All four (4) Hour Advanced Hardware Replacement service offerings require customer site location pre- approval from Extreme Networks before Extreme Networks will accept a purchase order for the applicable AHR support plan. Email: 4houravailability@extremenetworks.com for confirmation of service delivery availability.

Next Business Day Advanced Hardware Replacement Delivery

Where Next Business Day Advanced Hardware Replacement Services is available, Extreme Networks must process the RMA relating to the defective product per the Advanced Exchange RMA Times section of the Extreme Networks Service Availability Matrix, Monday through Friday, in order to deliver the replacement product to your site, by the end of day of the Next Business Day. Otherwise Second Business Day delivery will be provided for RMA's approved after the time indicated.

Next Business Day delivery is generally available in these geographical locations: (note, please check the Extreme Networks Service Availability Matrix for locations that may be excluded)

- North America: United State and Canada
- EMEA: Most European Union Countries, Switzerland and South Africa
- LATAM: Argentina, Brazil, Columbia, Mexico
- APAC: Australia, China, India, Japan, Philippines

Where Next Business Day delivery of the part is not available, Advanced Hardware Replacement will ship on the same business day provided Extreme Networks processed the RMA relating to the defective product per the Advanced Exchange RMA Times section of the Extreme Networks Service Availability Matrix, Monday through Friday in order to ship the replacement product to your site, otherwise Next Business Day shipment will be provided for RMA's processed after the time indicated. Estimated delivery times to country are available via the Extreme Networks Service Availability Matrix: <http://www.extremenetworks.com/support/maintenance-services/>

4 Hour Advanced Hardware Replacement Delivery

4 Hour AHR service is only available to you within one hundred (100) miles (160 kilometers) of an Extreme Networks service parts depot.

Extreme Networks provides parts at customer's designated location provided that Extreme Networks has validated a Hardware failure and a Return Material Authorization (RMA) number has been assigned. Four-Hour AHR response is available twenty-four (24) hours per day, seven (7) days per week, including Extreme Networks observed holidays.

Please work with your regional service sales manager to determine coverage.

Appendix B

Case Severity and Escalation Guidelines

Extreme Networks will measure and categorize the case priority level of hardware/software problems reported by the customer based on the impact on the network and in accordance with the classification in the table below. If it is not clear which case priority level applies, then the

case priority level assigned by the customer will initially be used. However, if a problem clearly belongs in a given case priority level as defined below, then that level will be used. Notwithstanding the foregoing, case severity and level assignment will be determined in Extreme's sole discretion.

Ticket Type	Ticket Priority	NCC Acknowledge Time*	Restore Time for Software Fix or Workaround	Update Frequency
Incident	C1: Customer's network segment is down or experiencing a consistent, measurable performance impact with no immediate resolution available	15 Minutes	4 Hours	Up to 4 Hours
Incident	C2: Customer's network is experiencing intermittent failure or degradation of network with no immediate resolution available	1 Hour	1 Day	Daily
Incident	C3: Customer has issues with limited effect on normal network operation, single or very limited number of users are experiencing intermittent failure or degradation of network with no immediate resolution available	8 Hours	10 Days	5 Days
Problem	C3: Customer has issues that do not affect normal network operation or with workaround in place, Analysis and resolution of the underlying cause for incidents, resolution of problems resulting from incidents such as restoration from workarounds	8 Hours	N/A	5 Days
Service Request	C4: Submission of a product enhancement/new feature request, Request for Information	Immediate Acknowledgement	N/A	N/A

* In accordance with the notification process as defined in the Extreme Managed Service User Guide

Additional information on NOC processes and procedures can be found in the Extreme Managed Service User Guide accessible at the MSG.

If you do not believe that your support issue is being addressed to meet your business needs, you may escalate your request by asking for the NOC manager on duty.

Support Life Cycle Communication Matrix

System Generated Alarm	C1 - Critical (Critical Alarm)	C2 - High Priority (Major Alarm)	C3 - Medium Priority (Minor Alarm)
Monitoring Alarms	Immediate <ul style="list-style-type: none"> • MSG • Email • Phone Call 	Immediate <ul style="list-style-type: none"> • MSG • Email 	Immediate <ul style="list-style-type: none"> • MSG
Reported Case/Ticket (From Customer)	C1 - Critical	C2 - High Priority	C3 - Medium Priority
Support Engineer	Immediate	Immediate	Immediate
NCC Manager	4 Hours	48 Hours	10 Days
Director NCC Operations	24 Hours	72 Hours	20 Days
Vice President, Global Technical Services	48 Hours	N/A	N/A



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